LEAP

AN EMPLOYMENT PROGRAM FOR QUALIFIED INDIVIDUALS WITH A DISABILITY

Limited Examination & Appointment Program

CORRECTED 02/24/05 THIS SUPERSEDES ANY PRIOR BULLETINS

Title: INFORMATION SYSTEMS TECHNICIAN

Range A: $2317-2550 **Range B:** $2410-2930 **Range C:** $2736-3326

Note: Salaries are correct as of July 1, 2003.

★ You may apply anytime.
★ This is an open continuous statewide examination.
★ Cut of dates for submitting applications: **March 30, 2005, June 30, 2005, September 30, 2005, December 30, 2005.**
★ You may be hired as an Information Systems Technician by any state department, after you have taken and passed the Information Systems Technician examination.

Who May Apply

★ Individuals with a disability, a record of a disability, or who are regarded as having a disability that limits one or more major life activities, **and**
★ Individuals with a Limited Employment Assistance Program (LEAP) certification form from the State Department of Rehabilitation, **and**
★ Individuals who have not taken this examination in the past 18 months, **and**
★ Individuals who meet the minimum qualifications stated on this examination bulletin.

You may contact the Department of Rehabilitation to find out how to obtain a LEAP certification form. To find an office near your home, please contact the Department of Rehabilitation at (916) 263-8762, TTY (916) 263-7477 or online at www.rehab.ca.gov.

How To Apply

★ Submit a Standard State application form (Std. 678) and a copy of your LEAP certification form to:

State Personnel Board
801 Capitol Mall
P.O. Box 944201
Sacramento, CA 94244-2010

★ **Applications** are available at the State Personnel Board office and at the following website: www.spb.ca.gov and local offices of the Employment Development Department.

★ **You must attach a copy of your LEAP certification form to every application** you submit for any LEAP examination. You must also provide your social security account number on your application form in order to confirm your eligibility for LEAP.

STATE OF CALIFORNIA EMPLOYMENT PROGRAM

Special Testing Arrangements

★ If you have a disability and need special testing arrangements, please mark the appropriate box in question 2 of the "examination application". You will be contacted to make specific arrangements.

General Information

★ State employees who are currently appointed to a permanent full-time position at the Information Systems Technician level and have attained permanent status to the classification, may not take this examination per Government Code Section 18935(b).

Minimum Qualifications:

★ To apply for this examination, you must have:

EITHER I

★ Two years of experience performing duties comparable to those of an Office Assistant (Range B) in the California state service and at least three semester units or four quarter units from a recognized college or university in information technology-related coursework.

OR II

★ One year of experience performing a variety of technical duties in support of an information technology system (includes learning and performing a variety of the technological duties supporting information technology systems, such as data management; procedure writing; writing job setup instructions; performing program librarian functions; doing other related duties in support of the systems analysis programming and machine operations effort of an information technology system; conducting on-the-job-training for system users, facilitating system utilization, communicating on a regular basis with systems users, operating all components of the information technology system and peripheral equipment (except mainframe consoles), and requesting service on equipment as needed).

★ **Special Personal Characteristic**: Willingness to work unusual shifts including evenings, nights and weekends.

Examination Information

★ The examination consists of a 100% readiness training and experience evaluation.
★ Candidates must receive a score of 70% or more in order to be placed on the employment list.
★ Names of candidates who pass the examination will remain on the employment list for 24 months (2 years).
★ Candidates may take this examination only once in an 18-month period.
★ Examination material will be mailed to applicants who meet the minimum qualifications at the address indicated on his/her application.
★ Applications may be processed on a monthly basis.

Scope of Examination Questions

★ The examination will include questions to evaluate your

Knowledge of:
1. Information technology systems and their use including, but not limited to, procedures, controls and documentation.

Ability to:
1. Analyze and take effective action.
2. Perform arithmetical computations.
3. Communicate effectively.
4. Work cooperatively with others and gain their respect and confidence.
5. Follow instructions.

LEAP Program Information

★ LEAP, under the authority of Government Code Sections 19240-19243.4, provides an alternate means of assessing the qualifications and skills of job applicants with disabilities. Upon successful completion of the program, participants are appointed to the identified job classification and begin serving a probationary period of six months to one year. For more information on LEAP, pamphlets are available at the offices of the State Personnel Board, Department of Rehabilitation and Employment Development Department or at the following Websites: www.spb.ca.gov or www.rehab.ca.gov.

Requirements for Admittance to the Examination

★ To be eligible to participate in the LEAP, you must be an individual with a disability who (1) has a physical or mental impairment or medical condition that limits one or more life activities such as walking, speaking, breathing, performing manual tasks, seeing, hearing, learning, caring for oneself or working; (2) has a record or history of such impairment or medical condition; or (3) is regarded as having such impairment or medical condition.

Position Description

★ **An Information Systems Technician,** under close supervision, learns and performs a variety of the less complex technological duties supporting information technology systems, such as, but not limited to, data management; procedure writing; writing job setup instructions; performing program librarian functions; doing other related duties in support of the systems analysis, programming and machine operations effort of an information technology system; conducting on-the-job training for system users, facilitating system utilization, communicating on a regular basis with system users, operating all components of the information technology system and peripheral equipment (except mainframe consoles), and requesting service on equipment as needed. As training progresses, incumbents of the class work under general supervision performing a variety of duties supporting information technology systems , such as, but not limited to, assisting with the conduct of the classroom instruction for system users, and preparing lesson guides and evaluating the user's progress; providing user support in methods of system use in producing work more effectively and efficiently; developing and maintaining data guidance procedures; setting up job streams and utility programs; preparing and coordinating processing schedules and changes; coordinating teleprocessing networks and/or systems; installing new software and software upgrades on stand alone microcomputers; acting as technical consultant and troubleshooter on stand alone information systems; and performing other related duties supporting information systems.

General Information

★ **Veterans preference points** will be added to the final score of competitors who pass the examination, qualify for, and have requested these points. Veterans who have already achieved permanent civil service status are not eligible to receive veterans points. California law governs

LEAP

the granting of veterans preference points in open entrance and open nonpromotional examinations. Credit in an open entrance examination is granted as follows: 10 points for veterans, widows or widowers of veterans, and spouses of 100 percent disabled veterans; and 15 points for disabled veterans. Directions for applying for these credits are on the Application for Veteran's Preference for California State Civil Service Examinations form (SPB-1093) which is available from the State Personnel Board, P.O. Box 944201, Sacramento, CA 94244-2010 and the Department of Veterans Affairs, P.O. Box 1559, Sacramento, CA 95807 and at the following website: www.spb.ca.gov .

★ **The State of California is an equal opportunity employer** to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation
.

★ **If you meet the requirements** stated on this bulletin, you may take this competitive examination. Possession of the minimum requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test. All candidates who pass will be ranked according to their scores.

★ **The State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

★ **Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order:

  1) Subdivisional promotional
  2) Departmental promotional
  3) Multidepartmental promotional
  4) Servicewide promotional
  5) Open eligible list

However, departments have the option of using LEAP referral lists in conjunction with all other eligible lists. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible list in order of final test scores (except as modified by veterans preference credits) regardless of the date of the test. The resulting eligible lists will be used only to fill vacancies in the area(s) shown on the bulletin.

★ **General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the essential tasks of the class. A medical examination may be required. In open examinations, an investigation may be conducted of employment records and personal history, and fingerprinting may be required.

LEAP

★ **High School Equivalency:** Equivalent to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the general educational development (GED) test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

★ It is an objective of the State of California to achieve a drug-free state workplace. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

California State Personnel Board
P.O. Box 944201 – 801 Capitol Mall
Sacramento, CA 94244-2010
(916) 653-1502 – TTY (916) 654-6336